



Strengthened Aged Care Quality Standards

Strengthened Quality Standard 1: The individual

Provider fact sheet



Older person statement



**I am valued and have choice
over the life I lead.**

Worker statement



**I understand the people I
care for and support them in
choices that impact their lives.**

Strengthened Quality Standard 1 is the basis for the delivery of funded aged care services and includes important concepts which are relevant to all Standards. It applies to registered providers in Categories 4, 5 and 6.

Strengthened Quality Standard 1 underpins the way you and your staff should treat older people. It explains how important it is for you to understand that each older person is unique and has a different life story.

This means you need to make sure you understand each person individually, including their wishes and preferences to give the right person-centred care tailored to meet their individual needs.

Standard 1 reflects important concepts about dignity and respect, older person individuality and diversity, independence, choice and control, culturally safe care and dignity of risk. These are all important in fostering a sense of safety, autonomy, inclusion and quality of life for older people.



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The expectations of providers to understand the diversity of older people receiving care has been emphasised under this Standard. This includes specific requirements relating to Aboriginal and Torres Strait Islander persons and people living with dementia.

To understand the strengthened Quality Standards, we recommend you:

- 1 get to know the key topics in each of the strengthened Quality Standards.
- 2 think about how you apply these topics now.



You can find the key topics in the **Strengthened Quality Standards – Provider guidance**

<https://www.agedcarequality.gov.au/strengthened-quality-standards>

What are the key topics in strengthened Quality Standard 1?

Strengthened Quality Standard 1 includes **key topics** that can be demonstrated by:

- using the principles of person-centred care to create professional and trusting relationships with the people in your care
- encouraging a sense of safety, independence, inclusion and quality of life for older people in your care
- treating older people receiving care with dignity and respect by giving them choice and personal privacy, and understanding and respecting their rights
- supporting independence and quality of life through advocacy and allowing older people to make their own decisions. This includes decisions to take risks where older people make that choice
- organising substitute decision makers after you've tried all options to support an older person to make decisions
- understanding the diversity of older people receiving care, including the needs of Aboriginal and Torres Strait Islander persons and people living with dementia
- being open and transparent with the older people you care for, including about care and service agreements.

This Standard has a **stronger focus** on:

- person-centred care
- culturally safe care
- trauma awareness and healing informed care
- decision making
- dignity of risk.





How can you demonstrate conformance with strengthened Quality Standard 1?

To show that you conform with the strengthened Quality Standards, you should review your service's systems and processes. Then look at how these are put into practice.

This means you should:

- make sure you have clearly documented systems and processes
- use monitoring tools to show how workers are following these processes and find opportunities for improvement
- work with older people receiving care to understand their experience and care outcomes
- ask for feedback from your governing body, managers, aged care workers, older people you care for and others involved in the delivery of care and services
- use feedback to improve your care and services.

Examples of areas you should consider for strengthened Quality Standard 1 include how your service:

- monitors, plans and reviews the delivery of care and services. You can show this by making sure older people's needs, goals and preferences are at the centre of your quality and care systems
- develops and applies strategies that are tailored for each person. You can show this by partnering with older people receiving care to develop and improve service agreements and care plans
- delivers trauma-aware and healing-informed care and services. You can show this by making sure workers understand the different backgrounds, types of trauma and how this can affect older people.



Reflective questions for providers

- How do you make sure you reflect these key topics in the care and services you provide to older people?
- How do you work with older people receiving care in the design of their care and services?
- How do you get feedback from older people receiving care about their experiences?
- How do you use feedback from older people and your workers to improve care?

What can you do to show that your workers:

- understand the older people they are providing care for and support them to make choices that impact their lives, including choices about risk taking?
- are delivering care consistent with your service's policies and procedures?





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Resources



Strengthened Quality Standards resources

www.agedcarequality.gov.au/providers/quality-standards/strengthened-quality-standards



Strengthened Quality Standards Resource Centre

www.agedcarequality.gov.au/quality-standards-resource-centre

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The Aged Care Quality and Safety Commission acknowledges the Traditional Owners of country throughout Australia, and their continuing connection to land, sea and community. We pay our respects to them and their cultures, and to Elders both past and present.

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